

# Citizen Complaint Procedure

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In keeping with the Mission and Value Statement of the Heath Police Department, we will investigate any complaint against this agency or its employees.

All complaints made in person or over the phone are initially received and investigated by the Sergeant on duty or the Shift Commander. When the complaint is submitted, the complainant is furnished with the Chief's direct phone extension with the instruction to call him personally. Complaints can also be made by email to [policechief@heathohio.gov](mailto:policechief@heathohio.gov) or by regular mail to: Chief Anthony Shepherd, Heath Police Department, 1287 Hebron Road, Heath, Ohio 43056.

Any person making a complaint will be contacted by the Chief of Police or the assigned investigator within three working days of receiving the complaint. The Chief or investigator will verify that the complaint has been received and is being processed.

During the course of an investigation the complainant will be advised of the status of the investigation if it goes beyond ten working days. The complainant may contact either the Chief or the assigned investigator at any time and request an update.

Investigation of minor complaints should be completed within ten working days of receiving the complaint. Investigations of a serious or complex nature may take up to 45 days to complete.

Once an investigation is completed, the complainant will be notified of the results of the investigation by the Chief of Police or designated representative. The notification may be made in person, by phone, or regular mail.